PCJC SERVICE SCORING CHART

					SCALE				
	Va	alue	1	2	3	4	5		
	Prob	oability	Very Unlikely	Unlikely	Likely	Almost Certain			
	-		Very Low	Low	Medium	High	Very High		
					SCALE				
	Value		1	2	3	4	5		
	FINANCIAL EFFECTS		Less Than £1,000	Between £1000 and £5000	Between £5000 and £10000 and £50000		More Than £50,000		
ıres	NON- FINANCIAL EFFECTS	HEALTH AND SAFETY (PUBLIC AND CUSTOMERS)	No or minor injury	Lost time injury	Major injury	Single death	Multiple death		
Impact Measures		SERVICE OBJECTIVES & PRIORITIES	No impact on objectives	Minimal impact on 1 or more service objectives	Some restriction on ability to achieve 1 or more service objectives	Severe restriction on ability to achieve 1 or more service objectives	Prevent the achievement of 1 or more service objectives		
dшl		SERVICE DELIVERY	No inconvenience to service	Minor inconvenience to service	venience Major inconvenience Cessation of partice to customers Crem service		Cessation of all Crem services		
		CUSTOMER SATISFACTIO N	Small increase customer complaints	Sig increase customer complaints	General loss of confidence in service	General loss of confidence in partnership	Removal of board members or govt intervention		

Risk score is calculated by multiplying the sum of all impact scores (where Very Low = 1 & Very High = 5) by the score for the probability (where Very Low = 1 and Very High = 5). (e.g. 5*(2+3+4+3+2)).

The thresholds for the risk category have been set as:

- below 40 (Low)
- 40-59 (medium)
- more than 60 (high)

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	PORTCHESTER C				IIIIEE					
	<u>Str</u>	ategic Risk	Register							
				Impact						
				1	2	3	4	5		
Risk No		Risk Manager	Probability	Financial	H&S	Objectives & Priorities	Service Delivery	Customer Satisfaction	Score	Category
1	Further reduction in customer numbers	Andy Wannell	4	4	1	3	1	1	40	MEDIUM
Control	Formal regular monitoring, continued good communication with each LA	A, implement init	tiatives app	roved by J	C for dev	eloping and e	enhancing e	xisting and ne	w servi	ces
2	Benefits, objectives and targets for Joint Committee are not clear nor monitored nor delivered (including surplus levels not achieved)	John Haskell	1	1	2	3	2	2	10	LOW
Control	Monitor regularly, Annual Report / Development Plan, Member represer	ntatives from ea	ch Local A	uthority	•	•				•
				_		,				
3	Control assurance, financial management and governance framework not clear	Andy Wannell	2	1	2	1	1	1	12	LOW
Control	Members from each LA actively involved in managing PCJC, Ext and In	t Audit review/a	dvice feeds	into work	and Gov	ernance arrar	ngement,	1		-
	Treasurer & Dep Treasurer with professional backgrounds advising PC	JC are employe	es of FBC,	Financial F	Regulatio	ns introduced				
						_				
4	Inappropriate or inadequate Memorandum of Agreement	John Haskell	2	1	1	3	2	2	18	LOW
Control	Monitor regularly									
	11:00 %	1				T				1
5	Joint Committee member responsibilities not understood nor complied	John Haskell	2	4	4	2	2	2	16	LOW
	with Member induction following appointment	John Haskell		l I	I				10	LOW
Control	Member induction following appointment									
	Lack of agreed clear exit strategy (including handover of records to									1
6	allow continued running)	John Haskell	2	1	1	3	2	2	18	LOW
	Monitor regularly				-		_			
	, ,									
	National cultural changes significantly affect service required (e.g.									
7	religious, government)	James Clark	1	4	1	1	1	4	11	LOW
Control	Bi-annual review of Development Plan to incorporate a review of national	al cultural chang	jes			•		•		
	Objective assessments are not made or reported about the true									
8	effectiveness of service delivery and Joint Committee arrangements	John Haskell	1	1	1	3	2	2	9	LOW
Control	Monitor regularly, Annual Report, Review and updating of Crematorium	Development								
	Oten devid of coming provision deep and an activation and activation activation and activation and activation activation activation and activation activation and activation activ	James Clark	2		4			4	22	1.0\4/
9 Control	Standard of service provision does not meet customer expectations	James Clark	3	2	lork	2	2	4	33	LOW
CONTROL	Formalisation of Funeral Directors feedback system, satisfaction question	эппапе, сотпріа	ii its systen	i irivolves (JIEI K					

	PORTCHESTE	R CREMATORIL	JM JOINT	COMM	IITTEE					APPENDIX
	<u>Operation</u>	onal Risk Regist	er - Asse	ssment						
isk No	Risk Further reduction in income collected	Risk Manager Andy Wannell	Probability 4	Financial 4	H&S	Impact Objectives & Priorities	Service Delivery	Customer Satisfaction	Score 40	Category
Control	Monitor regularly, Good communication with each LA re financial im	pact, implement initi		•						ices
	Adverse external audit opinion on accounting arrangements High level of expertise advising the PCJC, FBC Internal Audit would identify	Andy Wannell y fundamental weaknes	sses	2	1	1	1	1	12	LOW
3 ontrol	Loss of key expertise and experience Performance management / Wide knowledge base and sharing of expertise	Andy Wannell / John Haskell e / Successsion plannin	2 ng	3	1	1	2	2	18	LOW
4 ontrol	Crematorium is not competitive compared with neighbouring crematoriums Formalisation of Funeral Directors feedback system, satisfaction questionn	James Clark	2	4 erk	1	2	3	4	28	LOW
5	Crematorium premises and land not at an appropriate level of presentation (grounds, building) Contract management - performance management / feedback / review management - performance management	Ashley Humphrey	3	1	2	2	2	2	27	LOW
6	Cremators cease to function (breakdown, served with H&S Executive notice) Cremators serviced and maintained by original manufacturer	James Clark	2	4	2	4	4	4	36	LOW
7	Cremation registers lost or inadequate Data backed up daily, new computers to backup to remote servers	James Clark	2	1	1	3	2	1	16	LOW
8	Environmental damage to building and grounds	Terry Garvey / Ian Cousins / James Clark / Ashley	1	3	1	2	2	1	9	LOW
ontrol	Routine inspections are carried out of environmental protections	Humphrey								
	Fire breaks out during a services Fire procedures in place	James Clark	2	4	3	3	3	3	32	LOW
	Funeral service requested not delivered Checking procedures in place after service details entered	James Clark	3	1	1	3	3	2	30	LOW
11 ontrol	Inadequate insurance cover or compliance problems Annual renewal process includes technical input to ensure that increases in	Andy Wannell n cover remain adequate	2 te. Broker a	5 ppointed to	1 manage	3 PCJC tender	1 for 2016/17	1 7 3+1+1 years	22 cover	LOW
	Insufficient car parking for attendees Usage monitored, car park extended beyond recommended limits to cover	James Clark majority of services	3	1	1	1	2	2	21	LOW
	Key legislation or code of practice for cremation not complied with Review of publications for changes + monitoring of websites, notifications by	James Clark by Ministry of Justice	1	5	2	4	4	4	19	LOW
14 ontrol	Loss of online booking system (funeral directors) New system internet based, covered under software agreements	James Clark	2	1	1	1	2	1	12	LOW
15 ontrol	Loss of PC functionality and data stored Data backed up maintenance agreements in place	James Clark	2	1	1	3	2	2	18	LOW
16 ontrol	Loss of web based information on the crematorium information backed up	James Clark	1	1	1	1	1	1	5	LOW
	Malicious damage to the building and grounds Good working relationship with local Community Support Officers	James Clark	2	2	2	1	2	1	16	LOW
18	Medium term loss of energy supplies	Terry Garvey / Ian Cousins / James Clark	1	2	1	1	2	2	8	LOW
19	Energy suppliers aware of sensitivity of crematoria, supply sourced via Gov Member of the public exposed to Health and Safety hazard Ensure hazardous chemicals not used by landscaping contractor	James Clark	2	3	2	1	2	2	20	LOW
20	Member of the public has an accident on crematorium premises during the operational week Trained first aider, H&S daily / weekly / monthly inspection checks	James Clark	3	3	3	1	2	1	30	LOW
21	Member of the public has an accident on crematorium premises outside the operational week H&S daily / weekly / monthly inspection check	James Clark	3	3	3	1	2	1	30	LOW
22 ontrol	New, or amendments to, legislation relating to the crematorium not identified or acted upon, including equality and inclusion Checking of relevant web sites, publications	James Clark	1	3	1	3	5	5	17	LOW
23 ontrol	Non-compliant with disability discrimination act in relation to the public Requirements of DDA implemented where applicable, checking of relevant	Terry Garvey / Ian Cousins web sites, publications	1	1	1	3	1	2	8	LOW
24	Contractor failure to deliver the required services	Terry Garvey / Ian Cousins	2	4	1	2	2	2	22	LOW
25	Procurement advice sought and financial checks to be completed prior to e Size of coffin is too large in relation to size of the cremator Funeral directors informed of max size of coffin in writing	James Clark	2	and super	visea on a	a regular basi:	2	2	18	LOW
	Unexpected exceptional expenditure (e.g. utilities price increases, medical referees expenses High level of expertise advising the PCJC of any anticipated large future co	Andy Wannell osts, FBC manage ener	2 gy procurem	4 nent proces	1 ss, month	1 ly moitoring a	1 rrangement	1 s, revenue res	16 serve establi	LOW
27	Insufficient chapel space Provision of foyer speaker and external relay speaker	James Clark	3	1	1	3	2	1	24	LOW